

Electronic Acknowledgement Receipt

EFS ID:	1165051
Application Number:	09826121
Confirmation Number:	2317
Title of Invention:	Method, system, and program for customer service and support management
First Named Inventor:	Andy Ming Lee
Customer Number:	7470
Filer:	Thomas V. Delrosario
Filer Authorized By:	
Attorney Docket Number:	075.0001
Receipt Date:	21-AUG-2006
Filing Date:	04-APR-2001
Time Stamp:	23:36:03
Application Type:	Utility
International Application Number:	

Payment information:

Submitted with Payment	no
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File Listing:

Document Number	Document Description	File Name	File Size(Bytes)	Multi Part	Pages
1	Drawings	1602034-0002.pdf	199869	no	32

Warnings:**Information:**

2		0002response.pdf	721690	yes	17
	Multipart Description				
	Doc Desc		Start	End	
	Amendment - After Non-Final Rejection		1	1	
	Claims		2	14	
	Applicant Arguments/Remarks Made in an Amendment		15	17	

Warnings:**Information:**

Total Files Size (in bytes):	921559
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New Applications Under 35 U.S.C. 111

If a new application is being filed and the application includes the necessary components for a filing date (see 37 CFR 1.53(b)-(d) and MPEP 506), a Filing Receipt (37 CFR 1.54) will be issued in due course and the date shown on this Acknowledgement Receipt will establish the filing date of the application.

National Stage of an International Application under 35 U.S.C. 371

If a timely submission to enter the national stage of an international application is compliant with the conditions of 35 U.S.C. 371 and other applicable requirements a Form PCT/DO/EO/903 indicating acceptance of the application as a national stage submission under 35 U.S.C. 371 will be issued in addition to the Filing Receipt, in due course.